

## **Protocol Fact Sheet for Ordering Debt Collection Services for Accounts Receivable**

**J. C. Christensen & Associates, Inc.**

**Optional-Use Contract      NIGP Commodity Code: 94633 Collection Services**

**J. C. Christensen & Associates, Inc. (JCC)** offers full-service debt collection services. Under the Contract E194-1489, JCC shall furnish all labor, supervision, equipment, materials, and services to provide debt collection services for a variety of delinquent accounts receivables as assigned by the Commonwealth on an as-needed basis.

### **Primary Contract Coordinator:**

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### **Primary Implementation & Client Coordinator:**

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**J. C. Christensen & Associates, Inc. eVA Vendor Number: E64871**

JCC shall accept all types of unpaid accounts referred for collection including individual and commercial accounts which will be first placements but may also include second, third, or subsequent placements. Agencies may have made initial attempts to collect overdue accounts receivable from debtors prior to placing the accounts with JCC and shall have added any fees or interest to the account prior to assignment.

Debt types serviced by JCC include, but are not limited to:

- Auto loans
- Business loans
- Credit card delinquencies
- Healthcare: hospitals, EMS, physician and ancillary services
- Pre-legal charge offs



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- Education: account receivables, student loans and tuition fees
- Purchased debt
- Retail charges
- Utility bills, including water, gas, electric

Services include, but are not limited to:

- Acknowledgment reports
- Initial demand letter
- Extensive analytics to ensure best possible collection results
- Outbound collection calls
- Additional collection letters / notices as needed
- Skip tracing
- Credit bureau reporting available
- Litigation of accounts available when authorized by client, on case by case basis
- Return of accounts per contractual agreement
- Toll-free numbers for debtors and agencies to contact JCC
- Website for debtors to make payments via credit card
- Bilingual capabilities
- FDCPA compliance
- Rigorous cash handling procedures and controls for timely, accurate processing of debtor payments
- Customer reporting available in addition to a standard report package
- Development & IT team readily accessible
- Dedicated Client Service Representative
- Full compliance team ensures timely and proper handling of any complaints



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